## **WORKLOAD NARRATIVE**

## FIELD OPERATIONS

## November 2017

**Workload**: In November, new cases for all programs [15,726] were 12% below the 2017 average and at their lowest level since **February 2001**. Meanwhile, closed cases [17,516] were only 3% below their norm and exceeded intake by almost 1800 cases. The open inventory [23,870] fell to a seven month low, although it is only 2% smaller than the average for the first eleven months of the year.

- UI. In UI, new cases [14,510 cases; 8,532 appellants] were 12% below the average for the year and represented the smallest intake since February. UI dispositions [16,005 cases; 9,411 appellants] were 3% below their average level but exceeded intake for the first time in three months. The open balance [15,209 cases; 8,943 appellants] fell to a five month low, although it is still 2% greater than the average for the entire year. The inventory of extension cases is now only 1.6% of the entire UI workload. We received our first DUA appeal in regards to the fires in November.
- **DI.** In November, work was slow for disability. The number of appeals [833] was 15% below the 2017 average and represented the smallest intake since July. Dispositions [797] were 17% below their norm and represented the smallest output since September 2016. The open inventory [1,547] rose for the fifth consecutive month. The caseload is 12% greater than average for this year and at its highest level in a year.
- Tax, Rulings, Other. In tax, the number of new petitions [247] was 31% above the average and represented the highest intake this year. Nevertheless, dispositions [389], which have been almost identical for each of the last three months, exceeded intake for the 11<sup>th</sup> consecutive time. The open inventory [3,111] fell to its lowest level since November 2013. For tax ruling cases, output exceeded intake for the 7<sup>th</sup> consecutive month. The open inventory [2,166] is now at its lowest level since February 2014. For only the second time in seven months, progress was made on the regular ruling and other inventory as there were more than twice as many dispositions than verifications.

Case Aging and Time Lapse. The field missed a timeliness measure for the first time since January as 30-day time lapse dipped to 58.7% in November. This was the second consecutive year we missed the 30-day

standard in November. For the reporting year that began in April, we are at 66.1%, which means we need to average 51.4% through March to meet the DOL requirements. 45-day time lapse held steady at 80.4% and is running at 86.9% for the reporting year. Average case age was at 29.4, which was the 12<sup>th</sup> consecutive month we were in compliance with that measure. 30-day time lapse suffered for extension cases as well falling to 35.9%. The 45-day time lapse numbers also fell but only slightly to 70.9%. Average age for these cases remained at 32 days.

## UI CY TRENDS - FO

			,	Pro	UI CY TKENDS - FO  Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42	es 1, 2, 3,	UI C	UI CY TRENDS - FO , 6, 8, 23, 24, 28, 29, 30, 31, 3	IDS - FO 29, 30, 31	) , 33, 34, 38	i, 36, 37, 3	8, 41, 42				
							NEW	NEW OPENED CASES	D CASE	S						
८२	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	29,259	24,091	26,279	30,284	26,654	24,702	24,330	22,177	21,805	21,462	16,062	19,991	287,096	23,925		
2015	17,415	16,163	19,647	21,674	18,055	19,418	20,036	18,448	17,611	19,209	16,111	17,146	220,933	18,411	77%	-5,514
2016	16,472	15,966	18,071	18,348	17,340	18,040	16,201	18,807	16,775	16,025	15,343	15,199	202,587	16,882	92%	-1,529
2017	16,461	14,507	18,941	16,700	17,147	16,497	16,356	18,284	15,336	16,639	14,510		181,378	16,489	98%	-393
Multi					12								2016	98%	97%	
UI reg	UI registrations to date are down 3% from 2016, down 11% from 2015, and down 32% from 2014	to date a	are down	3% from	2016, do	own 11%	from 20'	15, and c	lown 32%	6 from 20	)14	-	2015	90%	89%	
Ul reg	UI registrations monthly average is down 2% from 2016, down 10% from 2015, and down 31% from 2014	monthly	average	is down :	2% from	2016, do	wn 10%	from 201	5, and do	own 31%	from 20	14	2014	69%	68%	
														chg 2017 avg	chg 2017 YTD	
							ဥ	CLOSED (	CASES						-	
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	26,057	25,250	26,573	26,957	27,140	25,221	25,688	24,541	20,520	23,658	17,228	18,900	287,733	23,978		-
2015	19,584	20,754	20,060	19,749	18,729	19,303	19,666	17,767	17,577	18,931	15,488	17,087	224,695	18,725	78%	-5,253
2016	15,904	17,321	19,541	15,807	17,320	17,645	15,409	18,700	16,349	17,115	15,625	17,438	204,174	17,015	91%	-1,710
2017	16,421	17,230	19,012	14,983	16,195	16,790	14,141	18,445	14,896	16,632	16,005		180,750	16,432	97%	-583
Multi	2/5	•	•	1			2/12						2016	97%	97%	-
Ul disp	Ul dispositions to date are down 3% from 2016, down 13% from 2015, and down 33% from	to date a	re down :	3% from	2016, do	wn 13%	from 201	5, and d	own 33%	from 2014	14		2015	88%	87%	
Ol dis	Of dispositions monthly average is down 3% from 2016, down 12% from 2015, and down 3	monthly :	average i	s down 3	3% from 2	2016, dov	vn 12% f	rom 201	5, and do	)wn 31%	1% from 2014	4	2014	69%	67%	
				ļ									0	chg 2017 avg	chg 2017 YTD	
							BALAN	BALANCE OPEN CASES	EN CAS	ES						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	····	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	25,994	24,779	24,421	27,670	27,131	26,548	25,113	22,670	23,888	21,619	20,404	21,447		24,307		
2015	19,211	14,570	14,111	15,981	15,268	15,304	15,571	16,198	16,183	16,430	17,047	17,067		16,078	66%	-8,229
2016	17,568	16,169	14,610	17,117	17,104	17,469	18,206	18,246	18,640	17,514	17,208	14,922		17,064	106%	986
7107	14,930	12,175	12,067	13,743	14,654	14,329	16,526	16,327	16,750	16,720	15,209			14,857	87%	-2,207
Multi		· ·		• •	12	12	•						2016	87%	86%	
UI bala	UI balance to date is down 14% from 2016, down 7% from 2015, and down 40% from 2014	ate is do	wn 14% t	rom 2016	5, down 7	% from 2	2015, and	d down 4	.0% from	-			2015	92%	93%	
OI Dala	or balarice monthly average is down 13% from 2016, down 8% from 2015, and down 39%	ithly aver	age is do	Wn 13%	from 201	b, down	8% trom	2015, ar	nd down		from 2014		2014			
													0	chg 2017 avg {	chg 2017 YTD	

## 2014 DI balance to date is down 16% from 2016, down 10% from 2015, and down 26% from 2014 2016 2015 2014 DI dispositions to date are up 2% from 2016, down 10% from 2015, and down 5% from 2014 DI dispositions monthly average is up 1% from 2016, down 9% from 2015, and down 6% from 2014 2016 2015 DI registrations to date are up 4% from 2016, down 8% from 2015, and down 9% from 2014 DI registrations monthly average is up 5% from 2016, down 7% from 2015, and down 8% from 2014 2017 DI balance monthly average is down 15% from 2016, down 11% from 2015, and down 26% from 2014 2016 2015 2014 2 1,232 1,605 1,225 1,782 1,144 1,469 1,039 1,004 1,104 Jan Jan Jan 927 861 835 1,210 1,636 1,542 1,536 Feb 1,230 Feb Feb 932 964 891 911 995 990 958 1,257 1,924 1,198 1,376 1,035 1,557 Mar 1,046 1,140 Mar Mar 852 998 958 979 1,458 1,791 1,237 1,788 1,111 1,045 1,085 1,085 ₽ 1,158 Αpr Apr 884 927 979 1,220 1,003 1,638 1,318 1,830 1,240 May 1,096 1,047 May 1,019 1,088 May 939 944 1,463 1,480 1,922 1,062 1,038 1,068 1,549 1,141 1,131 Jun J m Jun 978 826 974 Program Codes 7, 10, 11, 12, 16 & 20 1,534 **BALANCE OPEN CASES** 1,342 1,475 2,250 ח 1,149 1,024 1,205 1,352 <u>Մ</u> <u>Jul</u> NEW OPENED CASES DI CY TRENDS - FO 940 864 822 790 **CLOSED CASES** 1,429 2,176 1,639 Aug 1,013 1,158 1,520 1,052 1,101 Aug 1,027 Aug 910 967 997 2,048 Sep 1,241 Sep 1,490 1,737 Sep 1,004 1,614 1,113 906 865 789 926 884 1,165 1,984 1,511 1,694 1,034 1,609 1,102 Oct Oct St O S O 974 854 850 997 992 1,834 Nov 1,593 1,715 ۷oV 1,547 Nov 873 797 850 965 833 857 871 815 1,823 1,031 1,417 1,672 Dec 1,073 Dec 1,062 Dec 964 856 921 12,265 11,390 12,667 Total 10,727 11,143 12,525 12,789 Total 10,591 2014 2015 2016 2014 2015 2016 2014 2015 2016 chg 2017 avg chg 2017 avg chg 2017 avg | chg 2017 YTD 1,022 1,378 1,614 1,546 1,851 1,056 101% 1,044 94% 91% 92% 1,066 89% 85% 949 93% 105% 74% 963 975 929 Avg. Avg. Avg. chg 2017 YTD chg 2017 YTD % Chg of % Chg of % Chg of 101% 103% 90% 84% 85% 104% 95% 90% 102% 90% 91% 104% 105% 74% 83% 92% 89% 98% Ava Αvg BAV Avg Chg Avg Chg Avg Chg -236 -306 -106 -115 Ar-AL **Y-**-Y **Y-Y** 69 ည္ဟ 47 7 -22

						Ta	Tax Ruling CY Program		TRENDS - FO	)S - FC	•					
							NEW P			EC						
							MLAA	INCAA OL CIACO	CAGEG	ū						*
сy	Jan	Feb	Mar	Apr	May	Jun	lul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	14	66	243	421	372	50	15	24	13	3	1	5	1,227	102		
2015	1	55	215	333	176	124	58	19	25	65	168	201	1,440	120	117%	18
2016	147	156	96	198	28	53	64	51	19	9	78	176	1,075	90	75%	-30
2017	261	49	242	198	25	73	104	31	17	87	46		1,133	103	115%	13
													2016	115%	126%	
DI regis	DI registrations to date are up 26% from 2016, down 9% from 2015, and down 7% from 2014	to date :	are up 2	6% from	1 2016,	down 9%	6 from 2	015, an	d down '	7% from	2014		2015	86%	91%	
DI regis	Dl registrations monthly average is up 15% from 2016, down 14% from 2015, and up 1% from 20	monthly	average	e is up 1	5% from	n 2016,	down 12	1% from	2015, a	nd up 1	% from	2014	2014	101%	93%	
														chg 2017 avg	chg 2017 YTD	
			1				ဥ	OSED	CLOSED CASES							
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	126	162	24	27	36	55	81	24	49	88	24	18	714	60		
2015	31	10	79	52	106	111	145	95	116	98	96	42	981	82	137%	22
2016	46	38	108	102	49	160	135	213	144	78	116	98	1,287	107	131%	26
2017	75	453	105	180	212	154	163	162	149	136	148		1,937	176	164%	69
:	:	•	}		1								2016	164%	163%	
DI dispo	DI dispositions to date are up 63% from 2016, up 106% from 2015, and up 178% from 2014	to date a	are up 63	3% from	2016, ι	ıp 106%	from 20	)15, and	l up 178	% from	2014	ı	2015	215%	206%	
DI dispo	DI dispositions monthly average is up 64% from 2016, up 115% from 2015, and up 196% from 2	monthly	average	is up 6	4% from	ו 2016, נ	ıp 115%	from 2	015, and	d up 196	% from	2014	2014	296%	278%	
														chg 2017 avg	chg 2017 YTD	
						<u> </u>	BALANCE		OPEN CASES	SES						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	2,177	2,081	2,296	2,690	3,025	3,022	2,924	2,924	2,887	2,803	2,779	2,756		2,697		
2015	2,726	2,770	2,906	3,185	3,256	3,269	3,182	3,105	3,014	2,980	3,052	3,211		3,055	113%	358
2016	3,312	3,430	3,417	3,513	3,490	3,383	3,311	3,142	3,009	2,941	2,903	2,980		3,236	106%	181
2017	3,166	2,762	2,898	2,917	2,730	2,649	2,579	2,449	2,317	2,268	2,166			2,627	81%	-609
	•		)										2016	81%	81%	
	DI balance to date is down 19% from 2016, down 14% from 2015, and down 2% from 2014	ate is do	wn 19%	10m 20	716, dow	/n 14%†	rom 20°	15, and o	down 2%	6 from 2	014		2015	86%	86%	
DI balai	DI balance monthly average is down 19% from 2016, down 14% from 2015, and down 3% from 2	ithly ave	rage is c	19 19	% from	2016, do	own 14%	6 from 2	015, and	d down :	3% from	2014	2014	97%	98%	
													6	chg 2017 avg	chg 2017 YTD	

## 2017 2016 2015 2014 2016 2017 2015 2014 2016 2015 2014 2017 Tax balance monthly average is down 16% from 2016, down 3% from 2015, and up 14% from 2014 Tax balance to date is down 15% from 2016, down 2% from 2015, and up 15% from 2014 Tax dispositions monthly average is up 70% from 2016, up 129% from 2015, and up 69% from 2014 Tax dispositions to date are up 68% from 2016, up 128% from 2015, and up 64% from 2014 Tax registrations monthly average is down 13% from 2016, down 13% from 2015, and down 22% from 2014 Tax registrations to date are down 10% from 2016, down 12% from 2015, and down 22% from 2014 २ 4,555 4,580 3,808 3,276 Jan Jan Jan 121 316 208 122 127 124 232 8 Feb 4,494 3,328 Feb 4,742 3,854 Feb 247 265 320 150 187 244 197 73 4,403 3,979 Mar 4,853 3,381 Mar Mar 280 143 232 271 141 253 189 285 Αpr Αpr Αpr 4,830 3,961 3,482 4,278 212 247 129 164 230 <u>1</u>41 194 127 · May May 4,243 3,897 3,447 May 4,918 265 252 257 160 254 233 189 222 4,101 3,363 Jun 3,923 4,802 Jun Jun 300 Program Codes 15, 17, 18, 32, 45, 46, 47, 48, 49 362 285 272 300 222 217 170 **BALANCE OPEN CASES** 3,879 4,458 3,969 Jul Jul Jul TAX CY TRENDS - FO **NEW OPENED CASES** 512 377 196 200 169 247 217 162 **CLOSED CASES** 3,702 4,453 4,112 Aug Aug 3,463 Aug 264 149 423 269 246 235 234 93 Sep 3,455 4,547 Sep Sep 4,223 3,523 388 178 195 281 255 143 177 64 4,598 4,283 3,255 S O 3,526 Oct ot 0 213 392 161 174 136 191 178 76 4,638 Nov Nον 4,470 Nov 3,633 389 138 145 178 247 268 253 8 Dec Dec Dec 4,749 4,574 3,766 270 171 139 120 282 253 Total Total 2,368 2,374 2,896 3,686 1,759 2,069 2,581 2,608 2016 2015 2014 2014 2015 2016 2014 2016 2015 chg 2017 avg chg 2017 avg chg 2017 avg 4,681 3,952 4,088 3,464 169% 229% 114% 84% 87% 97% 170% 87% Avg. 335 197 147 198 Avg. 215 217 241 78% 188 Avg. % Chg of chg 2017 YTD chg 2017 YTD % Chg of % Chg of 118% 228% 170% 135% 115% 164% 168% 84% 115% 98% 85% 74% 90% 88% 78% 87% 99% 90% Avg Avg Chg Avg Chg Avg Chg 624 593 -728 Yr-Yr 138 51 Yr-Yr 9 -2 -27 -24

# RULING-OTHER CY TRENDS - FO Program Codes 9, 13, 14, 21, 22, 40, 44

							NEW	OPENE	<b>NEW OPENED CASES</b>	S						
CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	142	157	159	370	229	178	216	193	177	116	70	128	2,135	178		
2015	96	97	114	131	220	170	189	235	98	79	60	179	1,668	139	78%	-39
2016	169	93	114	220	120	176	250	111	220	239	194	116	2,022	169	121%	30
2017	95	149	165	212	339	360	255	186	219	177	90		2,247	204	121%	36
													2016	121%	118%	
Ruling	Other rec	<i>jistrations</i>	s to date a	Ruling/Other registrations to date are up 18% from 2016, up 51% from 2015, and up 12% from 2014	% from 20	)16, up 51	1% from 2	2015, and	d up 12%	from 20	14		2015	147%	151%	
Ruling	Other rec	gistrations	s monthly	Ruling/Other registrations monthly average is up 21% from 2016, up 47% from 2015, and up 15% from 2014	s up 21%	from 201	6, up 47	% from 2	015, and	up 15%	from 201	4	2014	115%	112%	
														chg 2017 avg	chg 2017 YTD	
							CL	CLOSED CASES	ASES							
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct .	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	78	221	264	103	120	58	93	82	220	121	136	266	1,762	147		
2015	85	129	836	191	180	95	126	81	80	95	90	53	2,041	170	116%	23
2016	74	80	112	117	189	148	155	120	67	129	238	246	1,675	140	82%	<u>-3</u>
2017	259	477	303	225	133	127	114	221	98	82	177		2,216	201	144%	62
; -	<u>;</u>	•	-		•								2016	144%	155%	
Kuling	Other dis	positions	to date a	Kuling/Other dispositions to date are up 55% from 2016, up 11% from 2015, and up 48% from 2014	6 from 20	16, up 11	% from 2	015, and	l up 48%	_	4		2015	118%	111%	
Kuling	Otner dis	positions	monthly	Kuling/Uther dispositions monthly average is up 44% from 2016, up 18% from 2015, and up	s up 44%	from 201	6, up 18%	% from 20	015, and	_	37% from 2014		2014	137%	148%	
														chg 2017 avg	chg 2017 YTD	
							BALAN	BALANCE OPEN	N CASES	S						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	1,547	1,485	1,371	1,639	1,750	1,870	1,990	2,098	2,055	2,048	1,982	1,841		1,806		
2015	1,854	1,821	1,096	1,036	1,076	1,151	1,214	1,368	1,384	1,369	1,335	1,462		1,347	75%	-459
2016	1,55/	1,5/0	1,572	1,673	1,601	1,628	1,724	1,717	1,869	1,979	1,935	1,807		1,719	128%	372
7107	1,643	1,316	1,178	1,166	1,370	1,602	1,743	1,708	1,829	1,924	1,837			1,574	92%	-145
· -	<u>-</u>		•	)				·	:				2016	92%	92%	
Ruling	Other bal	lance to c	late is do	Ruling/Other balance to date is down 8% from 2016, up 18% from 2015, and down 13% from 2015 and down 13% from 2015 and down 13% from 2016 and 2016 and 2016 and 2016 and 2016 are set of the control of t	)m 2016, ı	up 18% fr	om 2015	, and dov	wn 13% f	rom 2014	, <del>1-</del>		2015	117%	118%	
Zullinz	omer ba	iance mo	ntniy aver	Ruilly/Other balance monthly average is down 8% from 2016, up 17% from 2015, and dow	wn 8% tro	om 2016,	up 17% t	rom 201	5, and do	wn 13%	n 13% from 2014	4	2014	87%	87%	
													ic	thg 2017 avg	chg 2017 avg   chg 2017 YTD	

Jan 30,651 18,740 17,776 17,978 grams reg	Feb 25,592 17,502 17,454 15,803 15,803 gistrations	Mar 27,945 21,282 19,674 20,583 to date a	Apr 32,463 32,417 19,886 18,322 average i	May 28,565 19,659 18,686 18,747 12 3% from 12 3% from 2	Jun 26,278 21,153 19,413 18,220 2016, do % from 20	PROGI NEW Jul 26,130 21,735 17,474 17,699 016, dow	PAM C)  OPENE  Aug  23,655  20,095  20,251  19,744  n 10% frc	TREN  D CASE Sep Sep 23,363 18,915 18,179 16,641 5, and do m 2015,	DS - FC Oct 22,861 20,481 17,336 18,091 and dow	Nov 17,201 17,478 16,650 15,726 15,726 n 30% fro	Dec 21,439 18,717 16,629 18,717	TOTAL 306,143 239,174 219,408 197,554 2016 2015	Avg. 25,512 19,931 18,284 17,959 98% 90% 70%	% Chg of Avg 78% 92% 98% 90%	Vr-Yr Avg Chg -5,581 -1,647 -325
ograms reg	gistrations gistrations	monthly a	average i	3% from 2 s down 2	2016, do: % from 2:	wn 10% i 016, dow CL	from 201: n 10% fro	5, and do om 2015,	and dow	from 201 n 30% fro	m 2014		90% 70% chg 2017 avg	90% 69% chg 2017 YTD	
Jan	Feb	Mar	Apr	Мау	nuL	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	Avg.	% Chg of	Υ <sub>Γ</sub> -Υ <sub>Γ</sub> Avg Chg
27,304	26,789	28,051	28,143	28,600	26,672	27,086	25,897	22,225	25,206	18,498	20,377	304,848	25,404		
20,925	22,273	22,494	21,249	20,206	20,759	21,282	19,088	18,743	20,234	16,605	18,285	242,143	20,179	79%	-5,225
17,072	18,476	20,754	17,301	18,814	19,300	17,075	20,264	17,527	18,337	16,990	18,984	220,894	18,408	91%	-1,771
18,296	19,339	20,698	16,519	18,045	18,259	15,735	20,161	16,396	18,216	17,516		199,180	14	98%	-301
2/5	rositions.	to date a		10/ from .	2016	2/12			2007	201		2016		99%	
ograms dis	spositions	average	is down 2	2% from 2	2016, dov	vn 10% fr	rom 2015	i, and dov	wn 30% f wn 29% f	rom 2014	<del></del>	2015	71%	89% 70%	
						RAI AN		N C AC	E0		-		chg 2017 avg	chg 2017 YTD	
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Avg.	% Chg of	Yr-Yr Avg Chg
34,463	33,209	33,026	37,269	37,183	36,725	35,656	33,331	34,401	31,980	30,632	31,633		34,126		
29,381	24,557	23,290	25,400	24,815	25,127	25,470	26,422	26,541	26,756	27,619	27,986		26,114	77%	-8,012
28,622	27,547	26,376	28,924	28,751	28,831	29,174	29,078	29,679	28,641	28,277	25,875		28,315	108%	2,201
25,526	21,957	21,803	23,562	24,217	24,144	26,069	25,615	25,841	25,678	23,870			24,389	86%	-3,925
Toms ha	lance to d	ato io del	100 to	12	12,		1					2016	86%	85%	
ograms ha	lance mor	ate is dov	Vn 15% II	rom 2016	from 301	% from 2	015, and	down 29	_	014	<u> </u>	2015	93%	94%	
		,			01	0, 004411		2010, 011	1	9/0110111	+102		/ 1 7o chg 2017 avg	chg 2017 YTD	
	Jan 30,651 18,740 17,776 17,978  Jan 27,304 27,304 20,925 17,072 18,296 18,296 2/5 18,296 2/5 18,296 2/5 2/5 2/5 2/5 2/5 2/5 2/5 2/5 2/5 2/5	Jan Feb 30,651 25,592 18,740 17,502 17,776 17,454 17,978 15,803  grams registrations grams registrations grams registrations grams dispositions 18,296 19,339 29,381 24,557 28,622 27,547 25,526 21,957  grams balance to d grams balance more	Jan Feb Mar 30,651 25,592 27,945 18,740 17,502 21,282 17,776 17,454 19,674 17,978 15,803 20,583  grams registrations to date a gyrams registrations monthly 20,925 22,273 22,494 17,072 18,476 20,754 18,296 19,339 20,698 25 26 29,381 24,557 23,290 28,622 27,547 26,376 25,526 21,957 21,803  grams balance to date is dover a gyrams balance monthly aver	Jan         Feb         Mar         Apr           30,651         25,592         27,945         32,463           18,740         17,502         21,282         23,417           17,776         17,454         19,674         19,886           17,978         15,803         20,583         18,322           ograms registrations to date are down sprams registrations monthly average in the property and specific stream of the property a	Jan         Feb         Mar         Apr         May           30,651         25,592         27,945         32,463         28,565           18,740         17,502         21,282         23,417         19,659           17,776         17,454         19,674         19,886         18,686           17,978         15,803         20,583         18,322         18,747           20,925         15,803         20,583         18,322         18,747           20,925         26,789         20,583         18,322         18,747           20,925         22,273         28,051         28,143         28,600           20,925         22,273         22,494         21,249         20,206           17,072         18,476         20,754         17,301         18,814           18,296         19,339         20,698         16,519         18,045           28         19,339         20,698         16,519         18,045           18,296         19,339         20,698         16,519         18,045           18,296         19,339         20,698         16,519         18,045           18,296         19,339         20,698         16,519	Jan Feb Mar Apr May Jun 17,978 15,803 20,583 18,322 18,747 19,659 21,153 17,978 15,803 20,583 18,322 18,747 18,220 27,304 26,789 28,051 22,273 22,494 21,249 20,206 20,752 20,925 22,273 20,698 16,519 18,045 18,259 17,072 18,476 20,698 16,519 18,045 18,259 18,296 19,339 20,698 16,519 18,045 18,259 26,672 29,381 24,557 23,290 25,400 24,815 25,127 28,622 27,547 26,376 23,362 24,217 24,144 25,526 21,957 21,803 23,562 24,217 24,144 26,383 18,322 33,562 24,217 24,144 26,383 18,322 33,562 24,217 24,144 26,383 18,259 25,400 24,815 25,127 28,622 27,547 26,376 28,924 28,751 28,831 24,557 21,803 23,562 24,217 24,144 26,383 18,326 33,562 24,217 24,144 26,383 18,326 33,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 26,386 21,957 21,803 23,562 24,217 24,144 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 21,25 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19,744   17,978   19,045   18,220   17,699   19,744   19,300   17,075   20,264   17,072   18,476   20,754   17,301   18,814   19,300   17,075   20,264   18,296   19,339   20,698   16,519   18,045   18,259   15,735   20,161   26,264   19,339   20,698   16,519   18,045   18,259   15,735   20,161   26,381   24,257   23,290   25,400   24,815   25,127   25,470   26,422   28,622   27,547   26,376   28,937   28,831   29,174   29,078   29,078   25,526   21,957   21,803   23,562   24,217   24,144   26,069   25,615   29,078   20,088   16,000   15,000   15,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,000   10,	Sep   Sep   Mar   Apr   May   Jun   Jul   Aug   Sep   Sep	CY Jan Feb Mar Apr May Jun Jul Aug Sep Oct 17,776 17,756 17,756 17,853 18,327 18,322 18,655 26,278 27,045 18,774 19,866 18,065 21,153 27,747 20,251 18,179 17,336 20,581 18,747 19,868 18,065 21,153 27,065 18,747 20,251 18,179 17,336 20,1674 19,868 18,747 18,220 17,699 19,744 16,641 18,091 Main Programs registrations monthly average is down 2% from 2016, down 10% from 2015, and down 29% from 2016 29,381 19,339 20,698 16,579 18,279 17,336 20,265 22,265 23,363 22,861 2017 17,776 17,756 17,454 19,674 19,868 18,368 19,943 17,474 20,251 18,179 17,336 20,158 18,747 18,220 17,699 19,744 16,641 18,091 11,7476 17,776 17,803 20,583 18,322 18,747 18,220 17,699 19,744 16,641 18,091 11,7476 17,776 17,803 20,583 18,322 18,747 18,220 17,699 19,744 16,641 18,091 11,7476 17,978 11,5803 20,583 18,322 18,747 18,220 17,699 19,744 16,641 18,091 18,747 18,291 18,747 18,292 19,088 18,743 20,234 21,249 21,249 20,266 20,759 21,282 19,088 18,743 20,234 20,161 18,291 12,249 20,266 20,759 21,282 19,088 18,743 20,234 20,161 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 18,245 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6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 220,894 6 17,516 990 18,984 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220,894 18,408 6 17,516 199,180 18,107 7 16,990 18,984 220,894 18,408 6 17,516 199,180 18,107 7 16,390 18,984 220,894 18,408 6 17,516 2014 2015 90% 6 from 2014 2016 98% 6 17,519 27,986 26,114 1 28,277 25,875 28,315 8 23,870 2014 2016 86% 29% from 2014 2014 71% 29% from 2014 2014 71% 29% from 2014 2016 93% 2016 93% 2017 avg

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				Progran	n Codes	OI IKENDS-AO Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33,	5, 6, 8, 2	, 23, 24, 28, 29, 30	3, 29, 30,		34, 35, 36, 37, 38, 41, 42	37, 38, 4	1, 42		·	
							REGISTRATIONS	RATIO	NS							
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,620	1,608	1,558	1,883	1,572	1,743	1,790	1,676	1,563	1,795	1,234	1,332	19,374	1,615		
2015	1,027	1,225	1,534	1,518	1,394	1,056	1,583	1,480	999	1,070	1,114	1,142	15,142	1,262	78%	-353
2016	937	967	1,345	1,211 [	960	1,322	996	986	1,248	964	775	1,010	12,721	1,060	84%	-202
2017	825	784	1,046	923	962	1,216	1,122	1,068	806	833	1,062		10,647	968	91%	-92
													2016	91%	91%	
Ul regist	trations.	Jan to da	te are dov	wn 9% fro	om 2016,	UI registrations Jan to date are down 9% from 2016, down 24% from 2015, and down 41% from	% from 2	015, and	down 41	% from 2	2014		2015	77%	76%	
UI regist	tration m	onthly av	erage is	down 9%	from 20	UI registration monthly average is down 9% from 2016, down 23% from 2015, and down 40% from 2014	23% fror	n 2015, a	and down	40% from	n 2014		2014	60%	59%	
							DISPO	DISPOSITIONS	S					cng to 14 avg	cng to "14 Y I D	
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	of Avg	Yr-Yr AvgCha
2014	1,443	1,490	1,689	1,817	1,599	1,548	1,518	1,752	1,871	1,503	1,381	1,571	19,182	1,599		
2015	1,348	1,285	1,212	1,271	1,231	1,733	1,782	1,527	1,318	1,139	907	1,345	16,098	1,342	84%	-257
Ť	1,168	799	1,359	919	1,221	678	923	1,325	1,219	1,243	1,035	924	12,813	1,068	80%	-274
2017	886	975	963	957	1,081	1,065	949	965	831	931	937		10,540	958	90%	-110
													2016	90%	%68	
UI dispo	sitions J	lan to dat	e are dov	vn 11% fr	om 2016	Ul dispositions Jan to date are down 11% from 2016, down 29% from 2015, and down 40% from	% from 2	2015, and	down 40	3% from 3	2014		2015	71%	71%	
ul dispo	sition m	onthly av	erage is o	down 10%	% from 20	UI disposition monthly average is down 10% from 2016, down 29% from 2015, and down 40% from 2014	1 29% fro	m 2015,	and dowr	า 40% fro	m 2014		2014	60%	60%	
						BAL	BALANCE	OPEN (	CASES							į
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of vr Total	Avg.	of Ava	Yr-Yr AvaCha
2014	1,994	2,106	1,936	1,986	1,979	2,166	2,432	2,349	2,047	2,340	2,181	1,937	1,937	2,121		- Control of the Cont
2015	1,613	1,549	1,873	2,120	2,277	1,599	1,394	1,342	1,021	949	1,161	1,161	1,161	1,505	71%	-616
2016	713	878	902	1,185	917	1,560	1,631	1,291	1,317	1,033	773	862	862	1,089	72%	<b>-41</b> 6
2017	797	606	688	651	533	941	853	953	922	821	944		8,709	792	73%	-297
												ļ	2016	73%	71%	
UI balanc	e of oper	n cases Ja	in to date	are up 299	% from 20	UI balance of open cases Jan to date are up 29% from 2016, down 48% from 2015, and down 63% from 2014	18% from	2015, and	down 63°	% from 20	14		2015	53%	52%	
UI balan	ice mont	thly avera	ige is dov	vn 27% tı	rom 2016	UI balance monthly average is down 27% from 2016, down 47% from 2015, and down 63% from	7% from :	2015, and	d down 6:	3% from	ո 2014	-	2014	37%	37%	
				İ		İ						l		9		

chg to '14 YTD

## DI dispositions Jan to date up 5% from 2016, down 31% from 2015, down 4% from 2014. DI disposition monthly average up 8% from 2016, down 30% from 2015, and down 5% from 2014. DI registrations Jan to date down 7% from 2016, down 28% from 2015, down 17% from 2014. Di registration monthly average down 7% from 2015, down 27% from 2015, and down 19% from 2014 Open Balance monthly average down 25% from 2016, down 56% from 2015, and down 53% from 2014. Open Balance of DI Jan to date up 23% from 2016, down 58% from 2015, and down 51% from 2014 2016 2015 2014 2017 2016 2015 2014 2017 2016 2015 2014 127 Jan Jan 9 မ္တ 52 56 39 59 59 59 Jan 47 4 33 Feb Feb Feb 107 58 38 9 59 3 37 2 2 74 56 33Mar Mar 111 Mar 38 60 2 53 57 4 38 58 60 6 April April April 125 68 44 59 50 4 8 37 44 60 72 May May May 109 27 43 4 8 8 3 46 56 48 32 7 June June June 106 49 55 82 27 47 52 46 50 8 5 57 BALANCE OPEN CASES Program Codes 7,10, 11, 12, July July ylub $\frac{3}{2}$ 65 92 <u>5</u>4 |3 80 3 37 <u>4</u> 55 77 52 REGISTRATIONS **DISPOSITIONS** Aug Aug Aug 112 26 2 8 55 8 56 50 51 91 39 49 DI TRENDS-AO Sept Sept Sept <u>1</u>01 62 28 82 9 3 ဗ္ဟ 50 6 23 72 59 Oct Oct Oct Oct O<sub>C</sub>t 106 55 3 32 ဗ 25 87 & $\omega$ 37 69 7 16 & 20 Nov ۷o۷ ۷o۷ 112 $^{\omega}_{4}$ 55 37 4 56 Ψ. 3 30 6 38 52 Dec Dec 127 34 55 56 70 29 4 54 7 yr Total End of Total Total 2014 2014 2015 2016 2015 2016 2014 2015 2016 504 127 500 784 576 462 540 693 626 34 70 chg to '14 avg chg to '14 avg chg to '14 avg 47% Avg. 108% Avg. Avg. 95% 70% 81% 93% 44% 73% 75% 52 65 39 88 84 45 2 48 45 42 58 52 chg to '14 YTD chg to '14 YTD % Chg of Avg of Avg % Chg of Avg % Chg 106% 96% 105% 108% 64% 136% 49% 59% 69% 111% 75% 83% 93% 93% 42% 72% 78% 77% AvgChg AvgChg AvgChg Yr-Yr Yr-Yr Y-Yr -136 -23 -13 17 ப ω င္မ်ာ တ

# TAX TRENDS-AO Program Codes 15, 17, 18, 32, 45, 46, 47, 48

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							REGIS	REGISTRATIONS	SN				,			
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	24	11	18	9	1	8	0	5	10	5	11	9	111	9		
2015	3	8	9	5	6	1	6	5	10	ĊΊ	2	4	64	ა	58%	4
2016	9	1	6	4	8	11	15	15	17	10	7	9	112	g	175%	4
2017	8	6	12	9	14	8	21	49	20	23	22		192	17	187%	8
•											Ş		2016	187%	186%	
Tax re	ax registrations Jan to date are up 86% from 2016, up 220% from 2015, and up 88% from 2014	s Jan to c	late are u	p 86% fro	om 2016,	up 220%	from 20	15, and u	ıp 88% fro	om 2014			2015	327%	320%	
Tax re	gistration	monthly	average i	s down 8	7% from	2016, up	227% fro	om 2015,	and up 8	9% from	2014		2014	189%	188%	
														chg to '14 avg	chg to '14 YTD	
							DISPO	DISPOSITIONS	S							
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Ava	Yr-Yr AvgChg
2014	8	16	12	7	13	32	6	10	0	5	7	ე	121	10		
2015	5	13	0	12	10	3	7	9	4	11	4	4	82	7	68%	ပ
2016	8	11	6		သ	5	7	ω	4	5	9	5	67	6	82%	7
2017	13	18	16	13	20	6	8	55	12	11	70		242	22	394%	16
ł	:	•		<b>1</b>									2016	394%	390%	
Tax dis	lax dispositions Jan to date are up 290% from 2016, up 210% from 2015 and up 109% from 20	Jan to d	ate are ur	5 290% fr	om 2016	, up 210%	6 from 20	)15 and $\nu$	lp 109% f	rom 2014			2015	322%	310%	
Tax Ois	i ax disposition monthly average is up 294% from 2016, up 222% from 2015, and up 118% from 2014	montnly a	verage is	s up 294%	% Trom 20	716, up 22	22% trom	12015, ar	nd up 118	% from 2	014		2014	218%	209%	
					,	BAI	BALANCE	OPEN	CASES							
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg	Yr-Yr AvgChg
2014	74	63	69	71	59	35	22	18	28	27	31	35	35	44		
2015	33	28	37	30	26	25	24	20	26	20	19	19	19	26	58%	-19
2016	19	9	9	12	17	23	32	44	57	63	60	64	64	34	133%	9
2017	59	47	45	41	35	37	50	26	100	114	66			56	165%	22
-	•				} } }	) ) )							2016	165%	180%	
Tax ba	Tay halance of open cases Jan to date is up 80% from 2016, up 115% from 2015, and up 25% from 2014	pen case	s Jan to d	ate is up	80% from	2016, up	115% fro	om 2015,	and up 25	5% from 2	014		2015	220%	215%	
2		Tidily ave	la Ge is u	h 00/010	AII 2010,	ub IZU%	11011 201	io, and d	OWI 27%	Trom ZU	4		2014	12/% chg to '14 avg	125% chg to '14 YTD	

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OTHER TRENDS-AO Program Codes 9,13, 14, 19, 21,22, 40, 44

	O / 7/0 chg to '14 avg	2014		1 2014	33% 11011	Circle Education in Circle y devotage down 41/6 from 2010, down 45/6 from 2015, and down 33/6 from 2014	11 ZO 10, a	#3/0 II OII	10, dOW11	110111 20	4 /	to ago	101111111111111111111111111111111111111		0
+	51%	2015		2014	6 from 20	Other balance of open cases is up 32% from 2016, down 52% from 2015, and down 34% from Other balance monthly average down 41% from 2016, down 40% from 2015, and down 34% from 2016.	ງ15, and ເ	% from 2(	down 52%	m 2016, o	32% fro	ases is up	of open ca	oalance d halance r	
Н	59%	2106											1	•	)
	5			2	0	0	0	8	8	2	2	0	14	19	2017
	8	20	20	12	14	13	9	10	7	5	2	2	4	3	2016
	10	2	2	5	5	8	9	4	22	24	15	7	6	10	2015
- 1	8	7	7	6	10	11	11	3	7	11	13	9		_	2014
% Chg of Avg	Avg.	End of yr Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
1						CASES	E OPEN	BALANCE	B/						
chg to '14 YTD	chg to '14 avg	c													T
1	93%	2014		2014	7% from :	Other disposition monthly average up 67% from 2016, down 37% from 2015, and down 7% from 2014	n 2015, ai	37% fron	l6, down	from 201	e up 67%	/ average	n monthly	dispositic	Other
	63%	2015		014	% from 2	Other dispositions Jan to date are up 59% from 2016, down 35% from 2015, and down 6% from 2014	2015, an	35% from	6, down 3	from 201	up 59%	date are	ns Jan to	dispositic	Other
159%	167%	2106													1
	4	46		2	1	0	4	6	9	6	0	2	10	6	2017
	3	30	1	4	1	3	8	4	2			ω		٦	2016
	7	80	9	2	5	9	5	19	10	5	4	4	5	3	2015
	5	54	5	5	5	4	<b>-</b>	6	8	4	3	4	2	7	2014
% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
1						SNS	DISPOSITIONS	DISF							
chg to '14 YTD	chg to '14 avg														Ī
	92%	2014		rom 2014	n 8% fror	Other registration monthly average down 3% from 2016, down 39% from 2015, and down 8% f	om 2015,	m 39% fr	016, dow	% from 2	e down 3	ly averag	on monthl	registrati	Other
	61%	2015		from 2014	/n 7% fro	Other registrations Jan to date are up 8% from 2016 and down 39% from 2015, and Down 7%	om 2015,	/n 39% fr	i and dow	rom 2016	₃ up 8% f	) date are	ons Jan to	registration	Other
108%	97%	2106													
	4	42		4	1	0	0	6	9	7	2	2	5	6	2017
	4	47	8	2	2	7	7	7	4	4	-1	_	2	2	2016
	6	75	6	2	2	7	10	-1	8	14	13	5		6	2015
l	4	50	ĊΊ	>	4	4	9	2	4	2	7	8	2	2	2014
% Chg of Avg	Avg.	Total	Dec	Nov	Oct	Sept	Aug	July	June	May	April	Mar	Feb	Jan	
						SNO	REGISTRATIONS	REGI						1	

## 2016 2015 2014 2016 Open Balance monthly average down 26% from 2016, down 47% from 2015, and down 62% from 2014 Open Balance Jan to date is down 27% from 20116, down 47% from 2015, and down 62% from 2014 2017 Disposition monthly average down 7% from 2016, down 28% from 2015, and down 38% from 2014 Dispositions Jan to date are up 9% from 2016, down 32% from 2015, and down 38% from 2014 2015 2014 2017 2016 2015 2014 Registration monthly average down 7% from 2016, down 22% from 2015, and down 38% from 2014 Registrations Jan to date down 7% from 2016, down 23% from 2015, and down 39% from 2014 1,783 2,057 Jan 1,217 1,415 1,517 Jan 1,095 1,681 Jan 936 961 989 771 886 Feb 2,452 1,549 Feb 1,690 929 725 1,062 1,377 1,288 Feb 1,003 1,666 842 851 Mar Mar 2,028 1,910 1,078 1,359 1,269 1,743 1,345 1,605 Mar 1,134 1,620 902 782 April April 2,290 2,509 April 1,243 1,346 1,022 1,877 1,608 1,260 1,959 958 731 974 May May 2,436 2,625 1,273 1,320 May 1,146 1,661 1,016 1,018 1,470 1,623 982 603 June June June 1,752 2,671 1,798 1,645 1,107 1,634 1,283 1,397 1,116 1,812 732 773 **BALANCE OPEN CASES** ALL PROGRAM TRENDS-AO REGISTRATIONS 2,484 yluV July yluly DISPOSITIONS 1,499 1,738 1,888 1,642 1,017 1,186 1,059 1,847 1,583 943 965 Aug Aug 1,804 Aug 1,073 1,395 1,483 1,038 1,401 1,597 1,813 1,586 1,059 1,729 Sept Sept Sept 1,137 1,449 2,049 1,052 1,261 1,432 1,318 1,088 1,925 1,636 867 852 2,575 O Ct င္ရ 1,181 1,006 1,274 1,242 1,568 1,010 1,114 1,873 Oct 978 973 900 ٥V 1,222 2,562 Nov ۷oV 1,046 1,050 1,104 1,156 1,118 1,438 1,298 900 947 824 Dec Dec Dec 1,016 1,970 1,206 1,413 1,417 1,637 1,071 998 959 End of yr 11,321 Total 1,016 17,044 13,345 19,945 Total 1,970 Total 2014 2015 2016 2014 2015 2016 2014 2015 2016 15,974 998 11,371 20,161 13,353 chg to '14 avg chg to '14 avg chg to '14 avg 1,179 1,610 2,306 1,029 1,112 Avg. Avg. 1,034 1,331 54% 1,420 1,113 1,680 Avg. 62% 93% 1,662 38% 62% 74% 877 93% 72% 78% chg to '14 YTD chg to '14 YTD chg to '14 YTD of Avg % Chg % Chg of Avg of Avg % Chg 38% 53% 62% 68% 91% 93% 85% 93% 74% 73% 70% 78% 61% 93% 73% 84% 79% 77% AvgChg Yr-Yr AvgChg Yr-Yr AvgChg -303 <u>4</u>31 -695 Yr-Yr -242 -308 -218 -79 -349 င္ထ

			APP	APPELLATE OPERATIONS TL & Case Aging TRENDS	OPERAT	IONS TL	& Case	Aging TF	ENDS				
	Apr	May	Jun	lu	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Avg.
Standard 45- Day	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard 75- Day	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard 150-Day	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Standard Case Age	40	40	40	40	40	40	40	40	40	40	40	40	40
<b>11/12</b> 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
<b>11/12</b> 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40
<b>12/13</b> 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
<b>12/13</b> 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
<b>12/13</b> 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	%0.89
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%
Case Aging	99.7%	99.7%	99.8% 33.3	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%
14/15 45-Day	77 0%	70 7%	80 89/	45.1%	18 60/	760 00/	20 50/	30.00	33.0	31.0	20.50	29.3	51 60/
<b>14/15</b> 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%	88.8%	82 1%	67.8%	77 4%	03.6%	89.2%
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%	99.5%	99.0%	99.9%	99.8%	99.8%	99.6%
Case Aging	28.3	30.3	32.3	35.1	35.9	37.6	36.0	41.1	38.8	41.5	33.4	33.9	35.4
<b>15/16</b> 45-Day	43.2%	21.1%	35.0%	40.2%	69.0%	68.4%	82.5%	81.0%	73.4%	72.8%	77.7%	79.8%	62.0%
<b>15/16</b> 75-Day	92.4%	94.6%	88.0%	89.1%	95.3%	94.6%	96.4%	97.3%	97.6%	96.6%	93.4%	94.6%	94.1%
<b>15/16</b> 150-Day	99.6%	99.8%	100.0%	99.4%	99.8%	98.9%	99.4%	99.5%	99.8%	99.7%	99.2%	99.8%	99.6%
Case Aging	37.3	40.9	42.2	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0	32.8
16/17 45-Day	77.4%	78.9%	62.1%	47.7%	27.8%	52.6%	68.7%	77.2%	73.4%	53.3%	72.1%	82.1%	64.4%
<b>16/17</b> 75-Day	98.0%	95.2%	92.3%	95.1%	91.1%	90.2%	93.8%	95.4%	96.9%	93.9%	97.3%	96.8%	94.7%
<b>16/17</b> 150-Day	99.7%	99.4%	99.7%	100.0%	100.0%	99.6%	99.9%	99.3%	99.6%	100.0%	100.0%	99.8%	99.7%
Case Aging	29.0	33.4	32.3	40.1	37.7	34.0	31.5	31.7	32.4	32.5	30.4	27.9	32.7
17/18 45-Day	88.6%	79.0%	69.2%	71.43%	73.15%	81.8%	72.1%	75.3%					76.3%
17/18 75-Day	98.0%	99.2%	96.2%	95.90%	95.54%	96.7%	98.4%	96.0%					97.0%
<b>17/18</b> 150-Day	99.8%	100.0%	100.0%	100.00%	99.89%	100.0%	99.6%	99.7%					99.9%
Case Aging	25.4	30.3	25.8	27.0	27.4	32.9	36.9	30.1					29.5

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## FY UI TRENDS-AO

UI balance of open cases to date are down 15% from 16/17, down 5% from 15/16, and down 51% from 14/15	<b>17/18</b> 853	<b>16/17</b> 1,631 1	<b>15/16</b> 1,394 1	14/15 2,432 2	July			UI disposition monthly average is down 12% from 16/17, down 22% from 15/16, and down 37%	UI dispositions July to date are down 2% from 16/17, down 20% from 15/16, and down 31% from 14/15		<b>17/18</b>   949		<b>15/16</b> 1,782 1	<b>14/15</b> 1,518 1	July			UI registration monthly average is unchanged from 16/17, down 17% from 15/16, and down 32% from 14/15	UI registrations July to date are down 73% from 16/17, down 5% from 15/16, and down 28% from 14/15		<b>17/18</b> 1,122 1	<b>16/17</b> 996	<b>15/16</b> 1,583 1	<b>14/15</b> 1,790 1	July			
cases to o	953	,291 1	1,342 1	2,349 2	<del>                                     </del>			thly avera	to date		965	1,325 1	1,527 1	1,752 1	Aug			ıthly aver	y to date	,	1,068	986 1	1,480	1,676 1	Aug			
date are down 1	922	1,317	1,021	2,047 2	Sept			age is do	are dow		831	1,219	1,318	1,871	Sept			age is u	are dow		806	,248	. 666	1,563	Sept			
down 15 % from	821	1,033	949	2,340	Oct			own 12%	n 2% fro		931	1,243	1,139	1,503	Oct			nchange	n 73% f		833	964	1,070	1,795	Oct		ď	Progran
% from . 16/17, d	944	773	1,161	2,181	Nov			6 from 16	m 16/17		937	1,035	907	1,381	Nov			ed from '	rom 16/		1,062	775	1,114	1,234	Nov			n Codes
16/17, do		862	943	1,937	Dec	BA		3/17, dow	, down 2			924	1,345	1,571	Dec			16/17, do	17, down			1,010	1,142	1,332	Dec		, ,	; 1, 2, 3, .
wn 5% fro from 15		797	713	1,613	Jan	BALANCE		m 22% fr	0% from			886	1,168	1,348	Jan	DISP		wn 17% t	5% from			825	937	1,027	Jan	REGIS	3 03 03	4. 5. 6. 8.
UI balance of open cases to date are down 15% from 16/17, down 5% from 15/16, and down 51% I UI balance monthly average down 1% from 16/17, down 17% from 15/16, and down 56% from		606	878	1,549	Feb	OPEN		om 15/16	15/16, an			975	799	1,285	Feb	DISPOSITIONS		rom 15/1	15/16, ar			784	967	1,225	Feb	REGISTRATIONS	-0, - 1, -	Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33
and dowr down 56%		688	902	1,873	Mar	OPEN CASES		, and dov	d down 3			963	1,359	1,212	Mar	S		6, and do	nd down ?			1,046	1,345	1,534	Mar	SNC		8 29 30
151% from 14		651	1,185	2,120	April			vn 37% fr	1% from			957	919	1,271	April			wn 32%	28% from			923	1,211	1,518	April			,
om 14/15 14/15		533	917	2,277	May			from 14/15	14/15	į		1,081	1,221	1,231	May			from 14/1	14/15			962	960	1,394	May		71,000	14. 35. 36
		681	1,560	1,599	June			<u> </u>				1,065	678	1,733	June			5				1,216	1,322	1,056	June		, 01, 00, .	34 35 36 37 38 41 42
16/17 15/16 14/15	4,493	10,863	12,965	24,317	Total		l c	14/15	15/16	16/17	4,613	12,596	14,162		Total			14/15	15/16	16/17	4,891	11,735	14,130	17,144	Total		•	1 42
99% 83% 44% chg 14/15 avg	899	905	1,080	2,026	Avg.		chg 14/15 avg	63%	78%	88%	923	1,050	1,180	1,473	Avg.		chg 14/15 avg	68%	83%	100%	978	978	1,178	1,429	Avg.			
85% 95% 49% dg 14/15 YTD	99%	84%	53%		% Chg of Avg		chg 14/15 YTD	69%	80%	98%	88%	89%	80%		% Chg of Avg		chg 14/15 YTD	72%	95%	27%	100%	83%	82%		% Chg of Avg			
	-7	-175	-946		Yr-Yr AvgChg						-127	-131	-293		Yr-Yr AvgChg						0	-200	-251		Yr-Yr AvgChg			

## Open Balance monthly average is down 39% from 16/17, down 38% from 15/16, and down 69% from 14/15. Open Balance of DI case to date are down 35% from 16/17, down 46% from 15/16, and down 56% from 14/15 DI dispositions July to date are up 28% from 16/17, down 39% from 15/16, and unchanged from 14/15. DI disposition monthly average is down 13% from 16/17, down 29% from 15/16, and down 29% from 14/15. DI registrations July to date are up 6% from 16/17, down 28% from 15/16, and down 18% from 14/15. DI registration monthly average is down 19% from 16/17, down 30% from 15/16, and down 37% from 14/15. 14/15 16/17 15/16 17/18 16/17 15/16 14/15 17/18 16/17 15/16 14/15 July July yllu 32 65 $\overline{\alpha}$ 80 45 92 72 4 52 55 77 37 Aug 112 Aug Aug 51 8 55 56 50 26 2 91 39 49 Sept Sept Sept 101 62 82 9 28 35 50 3 23 46 72 59 O C T O C t Oct 106 ಚಿ 7 $|_{\aleph}$ 3 3 87 55 43 ω 37 69 Nov ٥V ٥V 112 34 55 37 8 2 45 3 အ 6 38 53 Dec Dec Dec 82 55 56 외당 35 4 54 7 BALANCE OPEN CASES Program Codes 7,10, 11, 12, 16 & 20 Jan Jan 127 Jan 136 56 59 47 59 39 4 REGISTRATIONS **DISPOSITIONS FY DI TRENDS-AO** Feb Feb Feb 107 38 58 $\frac{3}{2}$ 59 56 54 ပ္ယ 74 Mar Mar Mar 111 9 6 38 53 58 57 76 60 April April April 125 4 8 59 37 4 37 4 72 May May May 109 3 39 48 32 56 27 74 46 June June June 106 49 55 47 52 27 50 စ္ပြ 2 **Total** Total Total 14/15 1,249 16/17 14/15 15/16 14/15 15/16 16/17 15/16 16/17 676 642 628 548 672 536 199 628 694 163 182 chg 14/15 avg chg 14/15 avg chg 14/15 avg Avg. Avg. Avg. 31% 62% 61% 104 71% 71% 87% 70% 81% 36 3 2 52 40 46 56 56 52 58 chg to 14/15 YTD chg to 14/15 YTD chg to 14/15 YTD % Chg of Avg % Chg of Avg % Chg of Avg 102% 61% 81% 101% 106% 54% 65% 61% 50% 100% 128% 87% 82% 44% 72% 81% 85% 90% AvgChg AvgChg AvgChg Yr-Yr Yr-Yr Yr-Yr -52 -11 -21 0 φ 椧嶑 ტ

## FY TAX TRENDS-AO Program Codes 15, 17, 18, 32, 45, 46, 47, 48

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							REGIS"	REGISTRATIONS	NS							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1	5	10	5	11	9	3	8	9	5	6	1	73	6		
15/16	6	5	10	5	2	4	. 9	1	6	4	8	11	71	6	97%	0
16/17	15	15	17	10	7	6	8	6	12	9	14	8	130	11	183%	51
17/18	21	54	20	23	22								140	28	258%	17
											į		16/17	258%	246%	
Tax reg	istrations	s July to	date are ι	up 146%	from 16/	Tax registrations July to date are up 146% from 16/17, up 438% from 15/16 and down 567%	3% from	15/16 and	down 5	37% from	from 14/15		15/16	473%	538%	
Tax reg	jistration	monthly a	average is	s up 158%	% from 18	Tax registration monthly average is up 158% from 15/16, up 373% from 14/15, and up 360% from 13/14	373% fron	n 14/15, a	and up 36	30% from	13/14		14/15	460%	667%	
														chg 14/15 avg	chg 14/15 YTD	
							DISPC	DISPOSITIONS	S							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Мау	June	Total	Avg.	% Chg of Ava	Yr-Yr AvgChg
14/15	6	10	0	5	7	51	თ	13	0	12	10	3	76	6		
15/16	7	9	4	11	4	4	9	11	6		ယ	5	74	6	97%	0
16/17	7	ω	4	51	9	5	13	18	16	13	20	6	119	10	161%	4
17/18	8	14	12	11	70								115	23	232%	13
<del>1</del>	:	•	•										16/17	232%	605%	
lax dis	positions	July to d	ate are up	505% fr	om 16/17	lax dispositions July to date are up 505% from 16/17, up 271% from 15/16 and up 448% from	% from 1:	5/16 and	up 448%	from 14/15	15.		15/16	373%	371%	
lax dis	position r	nonthly a	verage is	up 132%	trom 16	tax disposition monthly average is up 132% from 16/17, up 273% from 15/16, and up 263% from 14/15.	73% from	ı 15/16, a	nd up 26	3% from	14/15.		14/15	363%	548%	
														chg 14/15 avg	chg 14/15 YTD	
						BAL	BALANCE	OPEN (	CASES							
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June		Avg.	% Chg	Yr-Yr AvaCha
14/15	22	18	28	27	31	35	33	28	37	30	26	25		28		
15/16	24	20	26	20	19	19	19	9	9	12	17	23		18	64%	-10
16/17	32	44	57	63	60	64	59	47	45	41	35	37		49	269%	31
17/18	50	94	100	114	66									85	174%	36
- I	, ,		-										16/17	174%	216%	
Tax bal	ance or o	pen cases	s to date is	3 up 116%	6 from 16 m 16/17	Lax balance of open cases to date is up 116% from 16/17, up 371% from 15/16, and up 346% from 15/16 cond. in 100% from 16/17 up 360% from 15/16 cond. in 100% from 16/17 up 360% from 15/16 cond. in 100% from 16/17 up 360% from 15/16 cond. in 100% from 16/17 up 360% from 15/16 cond. in 100% from 16/17 up 360% from 15/16 cond. in 100% from 16/17 up 360% from 15/16 cond.	1% from 15/	15/16, an	d up 346	% from 14/15.	l/15		15/16	469%	471%	
			30		10, 11,	# 000 Y	1011	, a	φ 100/0	1011 14/10.	ų.		14/10	29970 chg 14/15 avg	25576 44076 chg 14/15 avg chg 14/15 YTD	

## ф

## FY OTHER TRENDS-AO ram Codes 9.13. 14. 19. 21.22, 40, 44

Other	Other		17/18	16/17	15/16	14/15				Other	Other		17/18	16/17	15/16	14/15				Other	Other		17/18	16/17	15/16	14/15			
balance	balance		8	Ι.			ے			dispositi	dispositio		6	4	19	6	July			registrat	registrat		6	7	6 1	2	July		
monthly a	of open c		0	9	9	111	Aug			on month	ons July to		4	8	5		Aug			ion month	ions July		0	7	10	9	Aug		
average is	ases is do		0	13	8	11	Sept			ly averag	) date are		0	ω	9	4	Sept			າly averaເ	to date is		0	7	7	4	Sept		
Other balance monthly average is down 81% from 16/17, down 57% from 15/16, and down 82%	Other balance of open cases is down 78% from 16/17, down 62% from 15/16, and down 71% from 14/15		0	14	5	10	Oct			Other disposition monthly average down 42% from 16/17, down 46% from 15/16, and down 45% from 14/15.	Other dispositions July to date are down 19% from 16/17, down 66% 15/16, and down 19% from 14/15.				5	5	Oct			je is dowr	Other registrations July to date is are down 52% from 16/17, down 45% from 15/16, and down 42% from 14/15.			2	2	4	Oct		
% from 1	from 16/1		2	12	5	6	Nov			2% from 1	from 16/		2	4	2	5	Nov			1 59% from	152% fror		4	2	2		Nov		
6/17, dow	7, down			20	2	7	Dec			16/17, dov	17, down				9	Ċī	Dec			m 16/17,	n 16/17, c			8	6	5	Dec		Pr
/n 57% fro	32% from			19	3	10	Jan	BALANCE		vn 46% fr	66% 15/10			6	1	3	Jan	DIS		down 37%	down 45%			6	2	6	Jan	REG	Program Codes 9,13, 14, 19, 21,22, 40, 44
om 15/16	15/16, aı			14	4	6	Feb	E OPEN		om 15/16	6, and dov		i	10	د.	5	Feb	DISPOSITIONS		6 from 15	6 from 15			5	2	1	Feb	GISTRATIONS	odes 9,1
, and dow	nd down			0	2	7	Mar	V CASES		i, and dov	wn 19% fr			2	ပ	4	Mar	SNC		/16, and	/16, and o			2	1	5	Mar	SNO	13, 14, 19
/n 82% fr	71% from		,	2	2	15	April	S		vn 45% fi	om 14/15			0	1	4	April			down 63°	down 42%			2	1	13	April		, 21,22, 4
6 from 14/15.	14/15.			8	5	24	May			om 14/15	•			6	1	5	May			6 from 14	6 from 14	-		8	4	14	May		0, 44
				8	7	22	June			,٠,				9	2	10	June			/15.	/15.	.		9	4	8	June		
14/15	15/16	16/17								14/15	15/16	16/17	13	54	58	57	Total			14/15	15/16	16/17	11	65	42	72	Total		
18% chg 14/15 avg	43%	19%	2	11	5	11	Avg.		chg 14/15 avg	55%	54%	58%	3	5	5	5	Avg.		chg 14/15 avg	37%	63%	41%	2	5	4	6	Avg.		
29% chg 14/15 YTD	38%	22%	19%	230%	42%		% Chg of Avg		dng 14/15 YTD	81%	34%	81%	58%	93%	102%		% Chg of Avg		chg 14/15 YTD	58%	55%	48%	41%	155%	58%		% Chg of Avg		
			-9	6	-6		Yr-Yr AvgChg					-	-2	0	0		Υι-Υτ AvgChg						კ	2	ပ်	,	Yr-Yr AvgChg		

88% 48%	$\frac{1}{1}$			m 14/15	50% fro	awop par	n 15/16 s	12% fror	117. down	l from 16,	nchanged	Open Balance monthly average is unchanged from 16/17, down 12% from 15/16, and down 52% from 14/15.	onthly ave	alance m	Open B
15/16 88	14/15			Ċη	om 14/1	n 43% fro	Open Balance to date is down 12% from 16/17, down 1% from 15/16, and down 43% from 14/15.	n 15/16,	n 1% froi	/17, dow	6 from 16	down 12%	date is o	alance to	Open B
+	5	<u> </u>													
16/17 100%	<u>a</u>	_													
1,018										1,046	978	1,052	1,073	943	17/18
1,019		775		603	731	782	725	936	1,016	900	1,181	1,449	1,395	1,738	16/17
1,156		1,645		982	1,243	951	929	771	998	1,222	1,006	1,137	1,483	1,499	15/16
2,119	ı	1,752		2,436	2,290	2,028	1,690	1,783	1,970	2,562	2,575	2,049	1,804	2,484	14/15
Avg.		<u></u> <del>0</del>	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
	I					CASES	OPEN C	BALANCE	BAL						
chg 14/15 avg				14/15.		down s	Disposition Honding average is down 11% from 1971, down 21% from 19716, and down 36% from	% from	, down z i	)[[ [O/ ] /	11 17 70 110	ge is dow	ny avera	ווסויר	Disposi
14/15 64%	_	[1		15.		wn 28% 1	Dispositions July to date are up 1% from 16/17, down 20% from 15/16, and down 28% from 14/15.	om 15/16	m 20% fr	3/17, dow	6 from 16	are up 1%	to date	tions July	Disposi
15/16 79%		15											•		
		16/17										•			
45 <b>989</b>		4,945								1,050	973	867	1,038	1,017	17/18
340 1,112	i ris i	1,107 13,340		1,146	1,022	1,078	1,062	961	959	1,104	1,274	1,261	1,401	965	16/17
970 <b>1,248</b>		732 14,970		1,273	958	1,429	842	1,217	1,413	947	1,242	1,432	1,597	1,888	15/16
189 1,541		1,798 18,489		1,320	1,346	1,269	1,377	1,415	1,637	1,438	1,568	1,925	1,813	1,583	14/15
tal Avg.		าe Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
						S	DISPOSITIONS	DISPC				- -			
chg 14/15 avg				14/15.		l down 3(	Registration monthly average unchanged from 16/17, down 16% from 15/16, and down 30% from	% from 1	down 16	m 16/17,	anged fro	age uncha	thly avera	ation mor	Registra
15 70%	1 ~	14/15			15.	5 from 14/	Registrations July to date down 18% from 16/17, down 4% from 15/16, and down 26% from 14/15	5/16, and	% from 15	7, down 4	rom 16/1	own 18% f	to date do	tions July	Registra
	~1	15/16													
┪	~ II	16/17													
	ا • ح									1,118	900	852	1,171	1,186	17/18
	🗸	1,283 12			974	1,134	851	886	1,071	824	1,010	1,318	1,059	1,059	16/17
$\neg$		T			1,260	1,412	1,003	989	1,206	1,156	1,114	1,088	1,586	1,642	15/16
17,982 <b>1,499</b>	~ 1	1,116 17		1,470	1,608	1,605	1,288	1,095	1,417	1,298	1,873	1,636	1,729	1,847	14/15
tal Avg.		າe Total	June	May	April	Mar	Feb	Jan	Dec	Nov	Oct	Sept	Aug	July	
						SN	REGISTRATIONS	REGIST							
											i				
				•	100		( ( : : : : : : : : : : : : : : : : : :								

	מ	F PS	March	Ann		line		Δ15	200	-  -  -  -	Nov	705		Cumput Mo	101	Annollant
WORKLOAD						1	1			,	-		3 6 6 6	% of Ava		Current Mo.
Registrations			_				_							.0		
UITL	825	784	1,046	923	962	1,216	1,122	1,068	806	833	1,062		968	110%	10,647	
₽	47	56	58	37	32	50	37	49	23	43	30		42	71%	462	
Ruling & T-R	5	ינט	16	ω	7	4	5	ΟΊ	ω	4	აი		<u>თ</u>	89%	62	
Tax	. 8	6	12	9	14	8	21	49	20	19	17		17	102%	183	
Other	1	0	2	2	_	σı		.0.	0	_	4		2	259%	17	
Total	886	851	1,134	974	1,016	1,283	1,186	1,171	852	900	1,118	0	1,034	108%	11,371	659
Multi Cases		,														
										!						
Dispositions												ļ				
UIT	886	975	963	957	1,081	1,065	949	965	831	931	937		958	98%	10,540	
DI	56	59	76	4	39	27	54	ଝା	19	30	4		45	90%	500	
Ruling & T-R	51	9	21	8	ហ	7	4	7	ري ا	2	3		7	43%	76	
Tax	13	18	16	13	20	o.	8	7	12	Q Q	67		17	390%	189	
Other	1	1	2	0	_	2	2	4	0		2		1	138%	16	
Total	961	1,062	1,078	1,022	1,146	1,107	1,017	1,038	867	973	1,050	٥	1,029	102%	11,321	660
Multi Case/Cit																
			,													
Balance - Open Cases	-	_														
UITL	797	606	688	684	533	679	853	953	922	821	944		771	122%		
ום	61	58	40	34	27	49	32	26	28	43	34		39	87%		
Ruling & T-R	18	14	9	4	6	ယ	4	2	2	2	4		6	65%		
Tax	59	47	45	41	ၾ	37	50	92	100	112	63		62	100%		
Other	1	0	0	2	2	5	4	0	0	0	2		_	138%		
Total	936	725	782	765	603	775	943	1,073	1,052	978	1.046	0	880	119%		597 Estimate
Multi Cases											1					╛
EO to AO Annual Bato		_		ì												
11 In	4.7%	4.8%	6.1%	4 9%	64%	7 5%	6 7%	7 60%	7 70%	א א א	6 40%		2007	100 10/		
므	4.6%	4.6%	6.2%	3.7%	3.6%	40%	4.5%	5.2%	25%	20%	3 1%		4 30%	73 1%		
Ruling & T-R	1.5%	1.6%	1.8%	0.8%	1.8%	1.3%	1.9%	1 9%	0.8%	1 7%	2 70%		1 60%	154 50%	,	
Tax	4.7%	1.9%	4.9%	3.2%	5.7%	3.0%	5.8%	13.0%	8 1%	4 9%	4 3%		5.4%	80 000 200 000		
Other	5.9%	0.0%	12.5%	7.7%	7.7%	20.0%	5.6%	0.0%	0.0%	7.1%	28.6%		8 6%	330.7%		
Overall Rate	4.7%	4.7%	5.9%	4.7%	6.2%	7.1%	6.5%	7.4%	4.2%	5.5%	6.1%		5.7%	107.3%		

		PRODU		AVC	PAGES	TRANS		A O	ΑŌ	RATIOS					NET P				Over 1:	Avg Days	Avg Days	CASE /				TIME LAPSE		APPELLATE
Trans Pgs/day	ALJ Dîsp/wk	PRODUCTIVITY		AVG PGS Per T/S		RANSCRIPTS		AO with transcribers	AO w/o transcribers	3	Net PYs	CTU Non ALJ	AO Non ALJ	ALJ	NET PYs USED	UI % w/out Multis	UI %	Ul Cases	Over 120 days old	Avg Days-Ul (median)	Avg Days-UI (mean)	AGE	150 Day- 95 %	75 Day- 80 %	45 Day-50 %	APSE		LATE
51.01	31.2			60	1,612	27		2.49	2.28		 26.86	1.58	17.58	7.70		0%	0%	0		28.0	32.5		100	94	53		Jan	
65.45	33.3			96	2,016	21		2.51	2.32		27,97	1.54	18.46	7.97		0%	0%	0	_	27.0	30.4		100	97	72		Feb	
53.67	34.2			69	2,267	33	!	2.90	2,63		 27.96	1.92	18,87	7.17		0%	0%	1		28.0	27.9		100	97	82		March	
45,76	29.1			76	1,672	23	1	2 26	2.05	ļ	27.26	1.74	17.16	8.36		0%	0%	0		23.0	25.4		100	98	89		April	
37.65	36.3	ļ		54	1,350	25	1:01	2 32	2.09		23.83	1.63	15.02	7.18		0%	0%	0		26.0	30.3		100	99	79		May	
40.30	33.0			68	1,496	22	!	2 16	1.94		24,14	1.69	14.82	7.63		0%	2%0	0		22,0	25.8		100	96	69		June	2017
22.45	35.8			51	759	15	1.0	237	2.13		22.79	1.61	14.42	6,76		0%	0%	4		21.0	27.0		100	96	71		July	
63.56	36.5		3	74	2,657	36	,	275	2.46	_	 24.24	1.90	15.88	6.46		0%	0%	ယ္		24.0	27.4		100	96	73		Aug	
56.86	32.6			S.	2,206	34	100	ر در	2.02		21.98	1.94	13.40	6.64		0%	1%	6		32.0	32.8		100	97	82		Sep	
85.54	28.1			66	3,444	50	1.02	1 07	1.73		23.38	1.83	13.67	7.88		0%	0%	4		34.0	36.9		100	. 98	72		Oct	
				60	3,337	55					0.00					0%	0%	73		28.0	30,1		100	96	75		Nον	
	,										0.00				!												Dec	
51.0	31.2			75	2,074	3	2.40	2 40	2.16		 25.0	1.7	15.9	7.4		%0	20%	2		26.6	29.7		100	97	74		Average	
168%	90%			80%	161%	181%	07.70	200.0	80%		93%	105%	86%	107%			140%	110%		105%	101%		100%	99%	101%	% of Avg.	Average Current Mo.	ð
				- [	23	341						)																
								-																				

WORKLOAD Registrations	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	1	Mar	Mar Apr		Apr May Jun	Apr May Jun Average	Apr May Jun Average Current Mo. % of Avg.	% of h
UI TL	1,122	1,068	806	833	1.062									978		
Ί.	37	49	23	43	30				1 1					36	36 82%	82%
Tax	21	49	20 3	19	17									25		
Other	_	0	0		4	-		1	$\neg$							333%
	1,186	1,171	852	900	1,118	0	0		9	0		0	0	0 0	0 0 0	0 0 0 0 1,045 107% 5,23
Multi Casses	, B										The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second 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second second second second second second second second second second secon			The state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of 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PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY O
Dispositions									+							
UI TL	949	965	831		937								7	923	923 102%	
DI	54	55	19		41									40		103%
Ruling & T-R	4	7	O <sub>1</sub>	2	ယ									4		71%
Tax	8	7	12		67				⊢					21		325%
Other	1017	4	0		200		,		1		,				2	2 111%
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[D]	32	26	28	43	34				$\vdash$					33	33 104%	
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Tax	50	92	100	112	62				-					83	-	-
Other	4	0	0	0	2											
Total	943	1,073	1,052	978	1,046	0	0		0	0 0		0	0 0	0 0	0 0 775 1,018	0 0 775 1,018
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UI TL	I 1	7.6%	4.4%	5.6%	6.4%				1					6.1%	6.1% 104%	
DI	3	5.2%	2.5%	л 20/					$\dashv$					4.1%		
Ruling & T-R	1.9%	700	0.8%	0.070	3.1%				$\dashv$					1.8%	İ	İ
Tax	5.8%	1.370	8.1%	1.7%	3.1% 2.5%									7.2%	7.2% 60%	
Other	5.6%	13.0%		1.7% 4.9%	3.1% 2.5% 4.3%									8 3%		
Overall Rate	,	13.0%	0.0%	1.7% 4.9% 7.1%	3.1% 2.5% 4.3% 28.6%											200

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Trans Pgs/day	ALJ Disp/wk	PRODUCTIVITY		AVG PGS Per T/S		CRIPTS	AO with transcribers	AO w/o transcribers		-	Niet DVs	AC NON AL		2	PYs USED	J1 % wout Multis	UI %	Ul Cases	Over 120 days old	and the section of the section of	III (median)	UI (mean)	GE		150 Day- 95 %	75 Day- 80 %	45 Day-50 %	APSE		ATE
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63.56	36.5			74	2,657	36	2.75	2.46		C+1.C+	34.34	10.00	45.00	6.46	•	0%	0%	ω		77.0	0 76	27.4			100	96	73		Aug	
56.86	32.6			65	2,206	34	2.31	2.02		21.20	21 20	10.40	3 0.01	200		0%	1%	6		02.0	300	32.9			100	97	82		Sep	
85.54	28.1			69	3,444	50	1.97	1.73		20.00	3 20	13.07	3	7 88		2%	0%	4		7,0	3 1	36.9		,	100	98	72		စ္တ	
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## Monthly Board Meeting Litigation Report - November 2017

**AGENDA ITEM 9** 

LITIGATION CASES PEND	<u>ING</u>	<b>TOTAL = 96</b>			
SUPERIOR COURT	: Claimant Pe	titions		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	6
	Employer Pe	etitions		***************************************	. 1
	EDD Petition	าร		1411844184424284	
	Non-benefit	Court Cases	******************	****************	
APPELLATE COURT	: Claimant Ap	peals	***************************************		
	Employer Ap	peals		·····	
	EDD Appeal	s	•••••		
	Non-benefit	Court Cases		********************************	
ISSUES	i: Ul	******************			7
	DI	*************			
	Tax	***************************************			
	Non-benefit	Court Cases	***************************************		
	CALENDAR Y	EAR ACTIVITY	' - Benefit & T	•	
LITIGATION CASES FILED				<u>YTD</u>	November
SUPERIOR COURT				30	1
		etitions		11	2
		ns		1	0
APPELLATE COURT	: Claimant Ap	peals		1	0
	Employer Ap	peals		1	0
	EDD Appeal	S		0	0
<u>LITIGATION CASES CLOSI</u>	<u>ED</u>			YTD	<u>November</u>
SUPERIOR COURT	: Claimant Pe	titions	•••••	36	5
	Employer Pe	etitions	*************	7	1
	EDD Petition	s		0	0
APPELLATE COURT	: Claimant Ap	peals	***************************************	6	0
	Employer Ap	peals		1	0
	EDD Appeal	s		0	0
	201	7 Decision Su	mmary		
Claimant Appeals	<u>Employ</u>	<u>er Appeals</u>		CUIAB Decisi	ons
Win: 3 Loss: 37	Wln: 2	Loss: 6	Affirmed: 43	Reversed: 5	Remanded: 0

## CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD NOVEMBER 2017 PERFORMANCE INDICATORS

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## **FIELD OPERATIONS**

## MEETING DOL STANDARDS

## **UI TIMELAPSE CASES**

		DOL
Closed Cases	Closed	Standard
% Closed in <= 30 Days	58.7%	≥60%
% Closed in <= 45 Days	80.4%	≥80%
		DOL
Pending Cases	Avg. Days	<u>Standard</u>
Case Aging	29.4	≤30
WORKLOAD	TII	ALL
WURKLUAD	<u>UI</u>	<u>ALL</u>
Opened	14,510	15,726
Closed	16,005	17,516
Balance of Open Cases	15,209	23,870

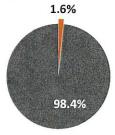
## CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	40
DI Appeals (including PFL)	70
All Programs	63

## **UI WORKLOAD COMPOSITION AT INTAKE (OPENED)**

Regular UI Appeals as % of All UI	98.7%
UI Extensions as % of All UI	1.3%

## UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 1.6% of UI Open Balance, and Regular UI cases made up 98.4%.

## **APPELLATE OPERATIONS**

## **MEETING DOL GUIDELINES & STANDARDS**

**UI TIMELAPSE CASES** 

		DOL
Closed Cases	Closed	Guideline
% Closed in <= 45 Days	75.3%	≥50%
% Closed in <= 75 Days	96.0%	≥80%
Pending Cases	Avg. Days	DOL <u>Standard</u>
Case Aging	30.1	≤40
WORKLOAD	<u>UI</u>	ALL
Opened	1,062	1,118
Closed	937	1,050
Balance of Open Cases	944	1,046

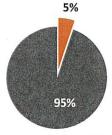
## CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	Days
UI Timelapse Appeals	47
DI Appeals (including PFL)	37
All Programs	52

## **UI WORKLOAD COMPOSITION AT INTAKE (OPENED)**

Regular UI Appeals as % of All UI	95%
UI Extensions as % of All UI	5%

## UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 5% of UI Open Balance, and Regular UI cases made up 95%.

## California Unemployment Insurance Appeals Board FO Cycle Time Summary Report For Cases Closed in November 2017

	OVERALL		By Step in	n Process	-
UI Timelapse CASES	Average Days to Process an Appeal	Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	32	3	8	14	1
Inglewood	46	5	19	13	3
Inland	34	3	7	16	2
Los Angeles	38	3	10	16	3
Oakland	39	5	8	15	1
Orange County	40	4	11	15	2
Oxnard	34	3	12	13	1
Pasadena	36	3	11	13	3
Sacramento	50	3	23	15	2
San Diego	40	4	15	15	1
San Francisco	36	4	11	14	1
San Jose	52	3	23	20	1
Statewide	40	4	13	15	2

ALL CASES	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	41	4	9	15	2
Inglewood	88	6	31	16	4
Inland	48	3	9	17	3
Los Angeles	75	3	11	17	4
Oakland	63	6	19	15	2
Orange County	66	5	14	17	3
Oxnard	47	3	12	13	1
Pasadena	41	3	12	13	3
Sacramento	55	3	24	16	2
San Diego	57	4	16	16	1
San Francisco	41	4	11	16	2
San Jose	60	3	24	20	1
Tax Office	378	N/A	N/A	85	143
Statewide	63	4	16	16	3

## California Unemployment Insurance Appeals Board FO Cycle Time Summary Report For Cases Closed in November 2017

PFL CASES	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	44	6	8	14	3
Inglewood	75	7	22	20	11
Inland	57	6	20	15	8
Los Angeles	69	7	34	15	7
Oakland	70	14	18	14	8
Orange County	70	9	35	15	7
Oxnard	37	5	8	12	Not available
Pasadena	88	4	33	13	10
Sacramento	40	5	18	15	0
San Diego	59	8	19	14	7
San Francisco	64	7	19	13	18
San Jose	55	5	48	26	2
Statewide	61	7	24	16	7

	OVERALL Average Days to Process an Appeal	By Step in Process				
DI CASES (No PFL)		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date	
Jurisdiction	Average	Average	Average	Average	Average	
Fresno	51	7	17	15	3	
Inglewood	60	9	20	14	8	
Inland	69	5	27	17	12	
Los Angeles	80	6	38	17	10	
Oakland	76	22	16	16	8	
Orange County	92	9	49	14	10	
Oxnard	63	8	7	12	2	
Pasadena	73	11	17	13	7	
Sacramento	68	5	30	15	5	
San Diego	65	8	30	15	5	
San Francisco	58	8	12	15	7	
San Jose	86	12	42	16	3	
Statewide	71	8	27	15	8	